

## **Treorchy Comprehensive School Train Travel Plan**

### **Summer term – Monday 29 April to Monday 22 July 2019**

**Monday, 8 April 2019**

**Through working in partnership with the school, your child is eligible to purchase an Educational Pass, which offers a discount of 55% off the normal adult fare between your child's home station and Treorchy. The following is a guide to help explain the process for applying.**

#### **How many times a year are Season Tickets issued?**

Educational Passes are issued three times a year to coincide with the Autumn, Spring and Summer terms.

A Season Ticket can be used any number of times a day between the stations shown on your child's pass during the period of validity. It can also be used on weekends and during school holidays.

#### **Do I have to buy a Season Ticket?**

No. It is possible to purchase a ticket on a daily basis at the appropriate normal child rate and these can be purchased at a station with a ticket office, Ticket Vending Machine where available, via the Transport for Wales or from the conductor on the train. Tickets can also be purchased at the ticket office at Treorchy station at the end of the school day.

#### **How do I apply for a Season Ticket and Photo ID Card?**

Season tickets can only be purchased from the booking office at Porth railway station. The ticket office is open Monday to Friday 06:30 - 13:00 and on Saturday from 08:45 to 15:15. Pupils who are eligible for free school meals should apply for a Season Ticket via the school administrator. These cannot be issued from Porth railway station.

#### **My child already has a Photo Identity card, do I need to provide another photo?**

No. If you are renewing a Season Ticket, you should keep the existing Photo Identity card until such time that your child no longer requires a Season Ticket.

#### **How often can I use my Season ticket in a week?**

You can use your season ticket up to and including its expiry date for any number of journeys between the two stations shown on the pass. Season tickets can also be used on weekends and are valid at any time of day.

#### **What happens if the Season Ticket and / or Photo Identity card is lost or damaged?**

A fee of £10 is payable to replace lost or damaged Season Tickets and photocards.

#### **If my Season ticket is illegible or defective can I get it replaced free of charge?**

If your Season ticket is damaged, illegible or defective, it will be replaced free of charge.

### **If I lose my Season ticket can I get a duplicate?**

Yes, if you lose your Season ticket we will arrange a duplicate ticket provided that you report the loss as soon as possible. Please visit the ticket office at Porth Railway station to arrange the duplicate.

### **How many duplicate season tickets am I allowed?**

We will only issue one replacement season ticket per calendar year. If you subsequently lose or mislay your duplicate Season ticket a further duplicate can be issued. However, you may be asked to attend a meeting with the Train Company's Revenue Protection team to explain the circumstances

### **If I leave my Season ticket at home and buy a ticket can I get that travel ticket refunded?**

Yes, if you leave your Season ticket at home you will need to purchase a ticket to travel. You will be able to get a full refund of the fare paid on the first occasion if you need to claim a second time the refund will be subject to a £10.00 admin fee. We will not refund any more than 2 tickets in a 12 month period starting with the date of the first occasion the Season ticket could not be produced. A refund of this type should be made within 28 days of travel.

### **Why is there a crowd management system in place at Treorchy station?**

The crowd management operation is in place at the end of the school day to safely manage the large numbers of pupils wishing to travel by train. The operation is delivered on a daily basis during term time by security personnel supported by ticket office staff and officers from British Transport Police.

All passes and tickets are checked prior to boarding.

### **How much will a Season Ticket cost for the Summer term 2019?**

<b>From</b>	<b>Fare to Treorchy from Monday 29 April 2019</b>	<b>Normal daily child return fare</b>
Treherbert	£53.25	£1.75
Ynyswen	£39.70	£1.40
Ton Pentre	£39.70	£1.40
Ystrad Rhondda	£53.25	£1.75
Llwynypia	£53.25	£1.75
Tonypandy	£53.25	£1.75
Dinas Rhondda	£53.25	£1.80
Porth	£66.35	£2.05
Trehafod	£66.35	£2.05
Pontypridd	£66.35	£2.05
Trefforest	£66.35	£2.05

Should you have any query, please contact the school administrator in the first instance or email our Customer Relations team at [customer.relations@tfwrail.wales](mailto:customer.relations@tfwrail.wales) or telephone 03333 211 202

**Ends**